

# CITY OF LESLIE

## RESOLUTION NO. 2015-14

### BILLING FOR CUSTOMERS THAT EXPERIENCE A DISRUPTION WATER SERVICE

At a regular meeting of the Leslie City Council conducted on Tuesday, October 6, 2015 at Leslie City Hall, 107 E. Bellevue Street, the following Resolution was offered by Councilmember Fox and seconded by Councilmember Motes:

**WHEREAS**, the City of Leslie has created a policy to address the disruption of water service; and

**WHEREAS**, the City of Leslie has the inherent authority, under Section 16.5 of the City Charter to revise public utility charges by resolution; and

**NOW, THEREFORE, BE IT RESOLVED**, that the Leslie City Council at its regular meeting conducted on Tuesday, October 6, 2015 does hereby adopt the attached Policy Titled "Billing for Customers that Experience a Disruption of Water Service" Effective October 1, 2015.

#### ROLL CALL VOTE.

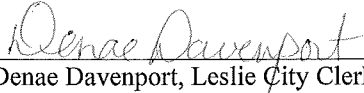
AYES: Councilmembers Beegle, Flory, Fox, Motes, Shuster, and Mayor Zamora.

NOES: None.

ABSENT: Councilmember Morrison.

ABSTAIN: None.

I hereby certify that the foregoing document is a true and complete copy of a resolution duly adopted by the City Council of the City of Leslie, County of Ingham, State of Michigan, at a regular meeting held on Tuesday, October 6, 2015, and that said meeting was conducted and public notice of said meeting was given pursuant to and in full compliance with the Open Meetings Act, being Act 267, Public Acts of Michigan, 1976, and that the minutes of said meeting were kept and will be or have been made available as required by said Act.

  
Denaé Davenport, Leslie City Clerk

  
Date



# THE CITY OF LESLIE

106 E. BELLEVUE • P.O. BOX 496 • LESLIE, MI 49251-0496  
PHONE: 517-589-8236 • FAX: 517-589-0156 • WEB SITE: [www.cityofleslie.org](http://www.cityofleslie.org)

TITLE:  <b>Billing for Customers that Experience a Disruption of Water Service</b>	EFFECTIVE DATE:  <b>October 1, 2015</b>
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## Purpose

The purpose of this policy is to determine eligibility for a temporary adjustment in metered billing for water utility customers who experience a disruption in their water service due to the high concentration of minerals in the water distribution system.

## Policy

- A. Reporting.** A customer of the City of Leslie utility system will need to report any disruption of their water service due to sediment and/or high mineral content to the City Office staff. City Office staff can be notified of this disruption in person at 106 E. Bellevue Street or by phone at (517) 589-8236.
- B. Disruption of water service.** A disruption of the water service due to iron sediment and/or high mineral content is defined as the presence of iron due to a high concentration of sediment and/or minerals in the water at a person's residence. A high concentration of sediment and/or minerals is defined as a concentration of iron that is greater than or equal to the level considered "high" by the Michigan Department of Environmental Quality (DEQ), which equals or exceeds a concentration of 0.3 parts per million.
- C. Confirmation.** The City of Leslie Department of Public Works will make a good faith effort to respond to the report and test the quality of water at the place of residence where the customer has reported a disruption within seventy two (72) hours of receiving the report. If the test shows that the concentration of iron is greater than or equal to the above stated amount, the Department of Public Works staff will report their findings to the City of Leslie Office staff for further action. In the event that the test does not show a high iron content i.e. is less than the above stated amount, the customer shall be ineligible for any adjustment or discount to their water bill.
- D. Bill adjustment.** In recognition of the disruption, the City will offer a 10% discount to the commodity charge for water service for the quarter billing cycle that the individual experienced the disruption of service.



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**E. Further testing.** The City of Leslie Department of Public Works staff will continue to monitor the conditions of the water at the residence where the complaint originated. The Department of Public Works staff will continue to take water samples in order to test for the high presence of sediment and/or minerals. When a series of two consecutive tests reveal an iron content below the above indicated concentration, the Department of Public Works staff will notify the City Office staff. The customer will be notified of the results by the City Office staff and the utility customer will no longer be eligible for the water commodity discount effective on the date of the second reading.

## **Authority**

This policy is enacted immediately upon approval of the Leslie City Council by resolution 2015-14 and is authorized under the City of Leslie Codified Ordinances section 86-315 Special Rates.